

Pennsylvania's *11 Touchstones of Regional Intake Systems*

The *11 Touchstones of Regional Intake Systems* are:

1. The system must be client-centered
2. Brief service and telephone advice should be an expansion of services provided, not a replacement for protracted or face to face representation
3. There must be easy access to clients/applicants
4. Immediacy of access and follow-up services such as confirming letters and pamphlets
5. Specialized intake units will expedite this process
6. Technology is effectively utilized
7. An applicant will be afforded one call to determine eligibility, receive telephone advice, and or be given an appointment or appropriate referral
8. Client surveys must be utilized to provide feedback and ease of client access to the intake system
9. As courts differ across the state in local practice & procedure – this system must be able to manage appropriate information on a county by county basis in providing telephone advice and or appropriate referral
10. Applicants who do not fall within case acceptance policies should receive telephone advice an/or appropriate referral if possible
11. Centralizing intake and telephone advice can ensure new legal issues facing low-income communities could be quickly identified and relayed to appropriate programs.